

# FAMILY VIOLENCE PROVIDER UPDATE | DECEMBER 2020

## Contracting 2021, audit update, grant report due, holiday planning and non-violence programme reminders.

**This update is essential reading for all approved MoJ programme facilitators.  
Please share with your team.**

### **Ngā mihi nui ki a koutou katoa**

This really has been a year to remember. As you begin to plan for the holiday season, we want to take the time to thank you for your work and ask you to take ten minutes to catch up on the information below.

### **Contracting for programmes in 2021**

The current contract term is for 3 + 1 + 1 years, with the first 3-year term ending in June 2021. We have been working on some minor changes and improvements to the contract (based on your feedback) and plan to share these with you in February 2021. We will still have aligned contracts with Corrections and can assure you we are not planning on a tender/RFP process or any major changes for our non-violence and safety programme providers.

### **Audit update**

We are well on our way with gathering information for your audits and are now in the process of drafting and peer reviewing the reports. The audit reports will be finalised and sent to you in February 2021 and you will then have a couple of months to work on any remedial actions.

### **Final reminder: Technology and Capability Grant Report – Due 18 December 2020**

Thanks to everyone who has submitted the grant report. For those who haven't sent a report, please send us a brief summary of how the funds were used. A simple reporting template was attached with the September Provider Update. Please email the report to [DVReporting@justice.govt.nz](mailto:DVReporting@justice.govt.nz) before 18 December. If you have any questions about the report, you can contact your contract manager.

### **Holiday safety planning**

Thanks to all those who joined us for the final safety provider zoom hui of the year at the end of November. We had some good discussion about the need for holiday planning with clients – including 'how to survive' the holiday season, pressures and difficulties of safe relationships, and respect. We also covered parenting, new partnerships, alcohol, drugs and financial pressures. Please remember to include notes about holiday planning in your client files.

You can use individual sessions for calls to support clients while groups and individual programmes are on hold until the New Year.

## **Critical incidents**

A reminder that the court and your contract manager need to be notified if you are aware of a 'non-accidental or unnatural death (including suspected suicide) of a Ministry-referred client.

## **Out of office emails and messages while you are closed**

During your close-down period please make sure that you have a clear message on your voicemail and an out-of-office email reply which states:

- your Christmas / New Year closure dates and when you will re-open
- the information you need clients to leave
- when clients will be contacted.

From 1 December, all Notices to Respondents and Protection Orders will have an additional sentence which reads: "*Please note the programme provider may be closed over the Christmas and New Year period*". You will need to record any respondent contact over the closure time to ensure the file reflects contact and enables good notes for any subsequent non-compliances.

## **COVID non-compliance letters**

The COVID-19 letters sent to respondents following a non-compliance have been stopped for the year and will be re-started in mid-January 2021.

## **Non-Violence Programme assessments**

There has been some confusion around the new referral process for clients served with a protection order. We hope the following helps:

1. Client makes contact within the 28 days (or you make contact with them)
2. Make a first assessment appointment at least 5 working days ahead
3. If you don't already have referral papers, email DV programmes detailing the date and time of the first appointment. This allows them to update the court system and gather relevant information and have it back to you before you meet with the client.

If you have confirmed referral documents for a client and there is no contact from the client 28 days after the date of service, you need to treat this as non-compliance. Your non-compliance notice must be sent to DV programmes within 7 days of the 28<sup>th</sup> day.

## **Non-violence programme length for pre-sentence clients (CRI referrals)**

Please remember to consider the length of remand period while doing the assessment when determining the type and length of non-violence programme for pre-sentence clients. This is to allow enough time for clients to complete their non-violence programme before sentencing. Typically, the remand period is around 12 weeks.

### **Ministry holiday closedown period**

Our national office team will be away from 24 December 2020 – 5 January 2021 and will be operating at a reduced capacity for the second half of December until mid-January.

You will have received an email from [PCSRequests@justice.govt.nz](mailto:PCSRequests@justice.govt.nz) asking what your Christmas closedown dates will be and who will be the contact person if the usual person is going to be away – please make sure you send the details to your contract manager or reply to the email.

The Ministry website will have information about court hours/closures and access to services for urgent services including protection orders. In the unlikely event there is a change in COVID levels this will also be updated on the website.

**From the entire Safety Services team, we want to thank you all for the amazing work you and your team have done this year. We all know that this has been a year unlike any other, so we hope you have time to relax and unwind over the holiday season.**

**Mauri Ora,**

**Corrie and the Safety Services team**

